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Customer Advisory

Coronavirus update

February 8, 2020

Dear Valued Customer,

We would like to offer you our latest update on the outbreak of Novel Coronavirus in the Hubei province and any impact to Maersk's operations in Greater China.

General Status

For Greater China Area:

- Port terminal operations continue.
- Warehouses, depots, offices follow instructions of local government to resume operations.
- Wuhan barge operations gradually resume operation and backlogs resolved.

We continue to further refer to the advisory on [Maersk.com](https://www.maersk.com):

<https://www.maersk.com/news/articles/2020/01/27/novel-coronavirus-update>

Maersk Vessel Network: 7 blank sailings announced

As we see a further reduction in demand due to the extended holiday period, we have today announced the following blankings:

- AC2 cancelled sailing between Far East Asia and West Coast South America Maersk Stepnica 009N starting Northbound Lazaro Cardenas, MX on 23 Feb.
- AC2 cancelled sailing between Far East Asia and West Coast South America CCNI Andes 012W starting Westbound Lazaro Cardenas, MX on 29 Feb.
- AC2 cancelled sailing between Far East Asia and West Coast South America Maersk Savannah 011N starting Northbound Lazaro Cardenas, MX on 7 Mar.
- AE10 cancelled sailing between Far East Asia and Europe MSC Samar 006W starting Westbound Xingang on 3 Feb

(vessel will call proforma ports in Asia and stop in Tanjung Pelepas).

- FEW 1 cancelled sailing between Far East Asia and West Africa Sime Genesis 205P starting Westbound Shanghai on 20 Feb.
- FEW 2 cancelled sailing between Far East Asia and West Africa Maersk Cotonou 007W starting Westbound Shanghai on 13 Feb.
- AE11 cancelled sailing between Far East Asia and Mediterranean MSC Oliver 007W starting Ningbo 16 Feb.

Australia port restrictions - changes:

In our customer advisory of 6 February, new requirements for all Australian ports were mentioned. Changes have been announced that only New South Wales (Sydney port) and Queensland (Brisbane port) are affected. *All other Australian ports are allowing vessels to arrive on time with crew restricted to stay on-board while berthing, amongst other precautionary measures.* To comply with these regulations, vessels on the Maersk network will face arrival delays into Australia. We are informing impacted customers directly.

Reefer congestion in Shanghai and Xingang terminals – congestion surcharge introduced

The ongoing reefer plug shortage in Xingang and Shanghai terminals has caused yard density to reach critical levels and we are forced to divert cargo as no reefer plugs are available.

- We will apply effective today 7 February a congestion surcharge of USD 1,000 percontainer for all reefer cargo arriving into Shanghai and Xingang to cover the additional cost of re-routing.
- We recommend customers, when possible, to ship to other Chinese destinations or other markets to avoid the congested ports and congestion surcharge. This recommendation is in particular for transit time-sensitive, perishable, chilled commodities with a limited/short shelf life, e.g. fruit, vegetables and frozen meat.

For cargo already in transit, we will offer free change of destination for those customers who decide to divert the cargo to other Chinese destinations.

More information:

<https://www.maersk.com/news/articles/2020/02/07/cfd-reefer-cargo-into-shanghai-xingang-china>

Holiday Extensions

In line with work resuming dates post Chinese New Year, to best possible protect the safety of our people, most of our staff are working from home; while majority of mainland China resumes work Monday, 10 February.

The preliminary requirement for companies, factories and warehouses restarting work is to make sure that relevant safe

and precautionary measures are taken. And, required documents must be submitted for approval by local authorities.

2020 Post-CNY Work Resuming Date

Work Resuming Day				
3-Feb	10-Feb		14-Feb	Others
Beijing	Anhui	Jiangsu	Hubei	Tianjin: Postponed resume date to be advised
Gansu	Chongqing	Jiangxi		Macau: 28-Jan
Hainan	Fujian	Jilin		Hong Kong: 29-Jan
Ningxia	Guangdong <small>(Xiamen & Fujian)</small>	Liaoning		Taiwan: 30-Jan
Qinghai	Guangxi <small>(Guangzhou & Shenzhen)</small>	Shaanxi		
Sichuan	Guizhou	Shandong		
Tibet	Hebei	Shanghai		
Xinjiang	Heilongjiang	Shanxi		
	Henan	Yunnan		
	Hunan	Zhejiang		
	Inner Mongolia	<small>(Ningbo)</small>		

Please rest assured that we will keep you updated of any changes to the current situation. Should you have any concern and/or queries, please feel free to contact your Maersk Local Representative.

Sincerely,
Your Maersk Team

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